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|  | DEPARTMENT OF COMMERCE National Institute of Standards and Technology National Voluntary Laboratory Accreditation Program | ISSUE DATE: 2010-01-20 |
| | POLICY GUIDE | NUMBER: PG-5-2010 |
| SUBJECT: Use of E-Mail for NVLAP Communications | | |

Distribution of official NVLAP notices

The purpose of this policy is to establish e-mail as a recognized communications medium for sending NVLAP information to laboratories, assessors, and other stakeholders. NVLAP will use e-mail in lieu of paper for communications, where possible. Since e-mail is a timelier and less expensive means of communication than traditional paper communication, it is expected that implementation of this policy will result in reduced costs and improved efficiency of information exchange. The scope of this policy includes official NVLAP notices (NVLAP Policy Guides, NVLAP Lab Bulletins, and Assessor Bulletins) and other communications that can be accomplished effectively via this means.

Obligations of laboratories enrolled in the NVLAP program

Per NIST Handbook 150: 2006, Annex C, laboratories must report to NVLAP within 30 days any major changes that affect the laboratory's Authorized Representative. This includes not only a change of the individual holding the position, but also the Authorized Representative's contact information, including address, phone number, and e-mail address. It is the laboratory's responsibility to ensure that e-mail from NVLAP is not filtered out by spam blocking software or classified as "junk" e-mail. Please review your current e-mail settings to ensure that NVLAP e-mail correspondence will be directed to the correct person in your organization.

Points of contact for NVLAP communications

E-mail correspondence sent to NVLAP should be directed as follows:

- Questions regarding receipt of applications or payments – send to NVLAP Administrative Specialists (visit <http://ts.nist.gov/Standards/Accreditation/staff.cfm> for contact addresses)
- Requests for scope expansion or scope changes – send to appropriate NVLAP Program Manager (visit <http://ts.nist.gov/Standards/Accreditation/staff.cfm> for contact addresses)
- Questions about applying for accreditation through the NVLAP Interactive Web Site (NIWS) – send to niwshelp@nist.gov
- General customer service inquiries – send to nvlap@nist.gov.

NVLAP may also be contacted by the following means:

- Mailing address: NIST/NVLAP, 100 Bureau Drive, Stop 2140, Gaithersburg, MD 20899-2140
- Phone: 301-975-4016
- Fax: 301-926-2884.

Please feel free to contact NVLAP with any questions you may have about this policy.

Approved by: 
Sally S. Bruce, Chief
Laboratory Accreditation Program